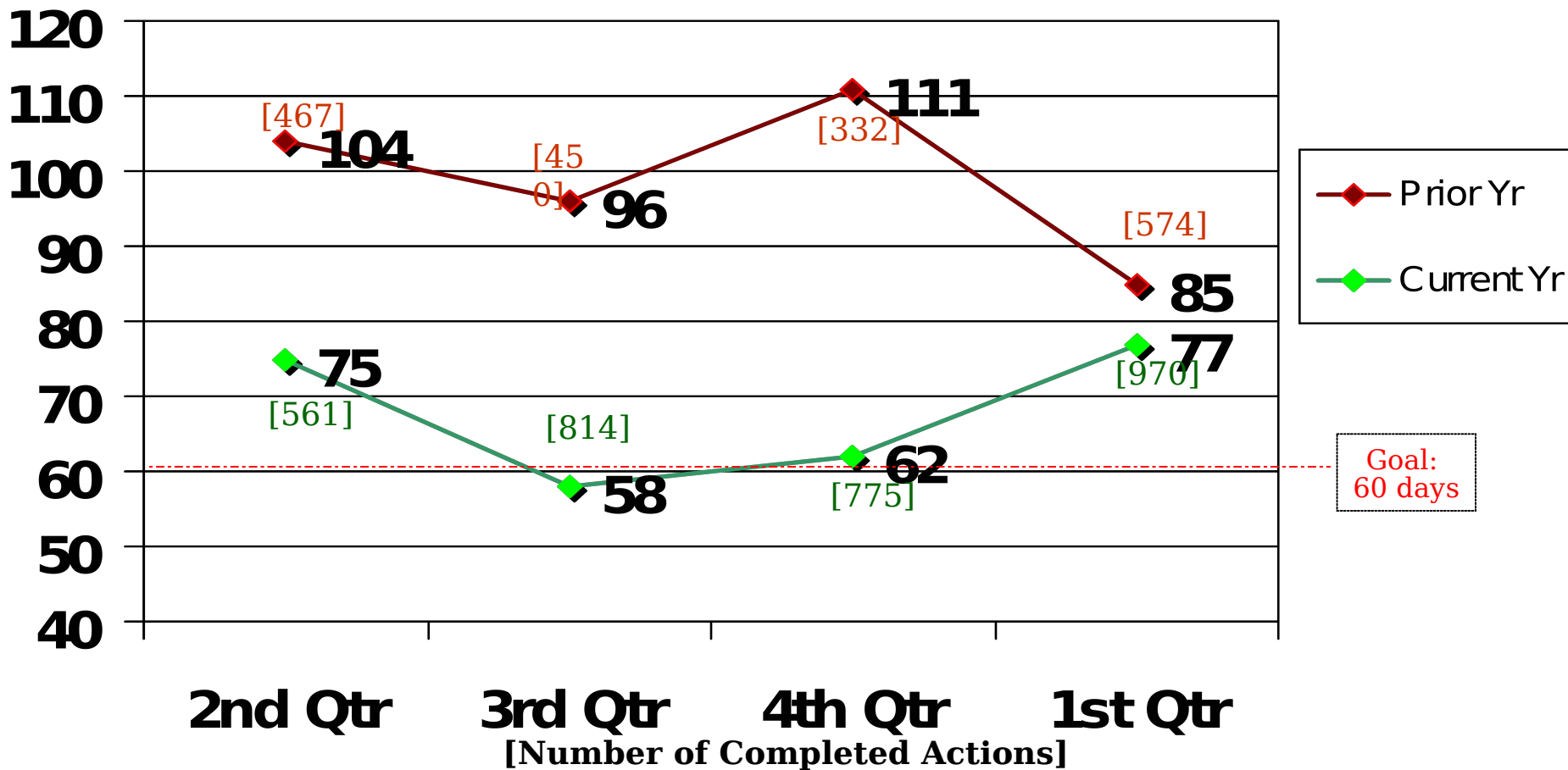




# DLA Fill Time

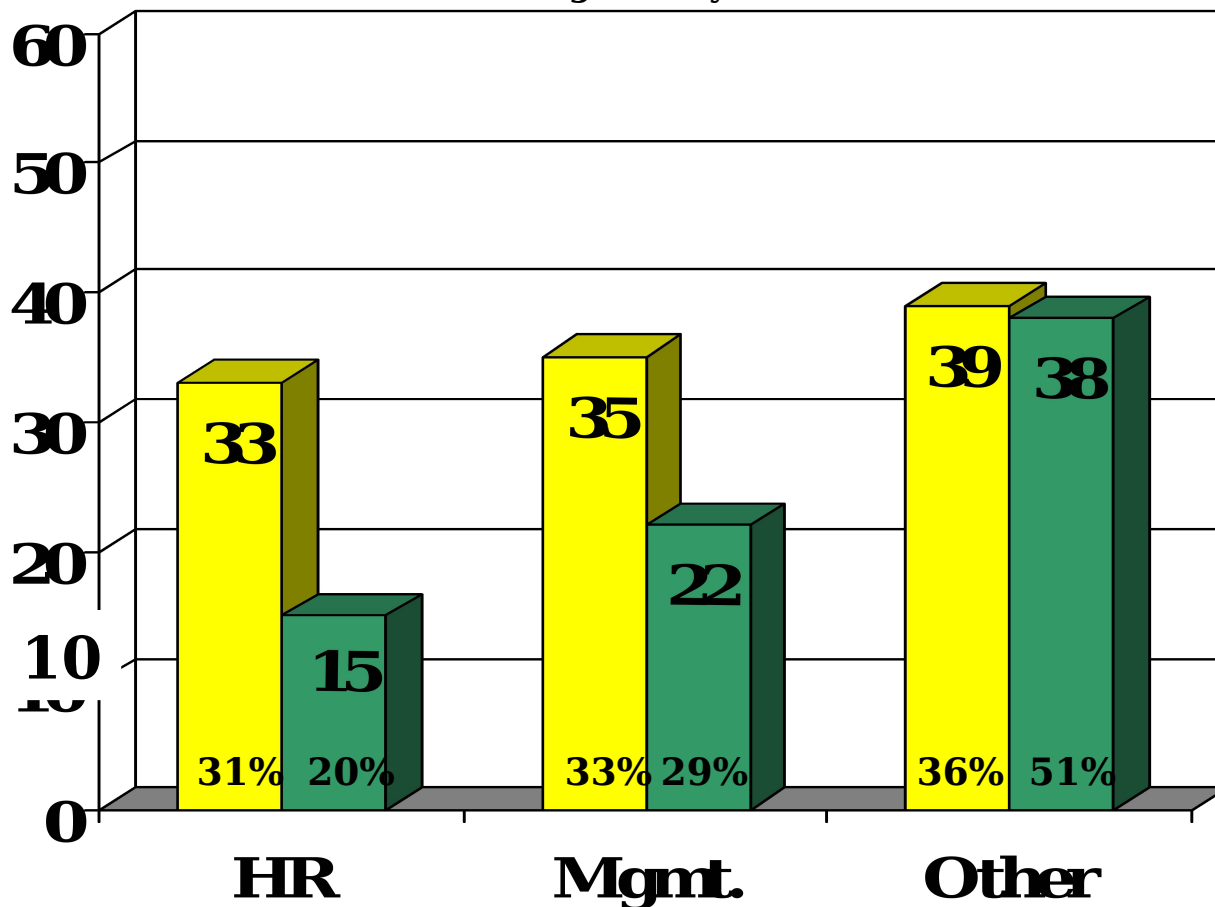




# DLA Fill Time

## 1<sup>st</sup> Qtrs FY 03/FY 04

Average # Days - HRO to EOD



■ 1st Qtr FY 03  
■ 1st Qtr FY 04

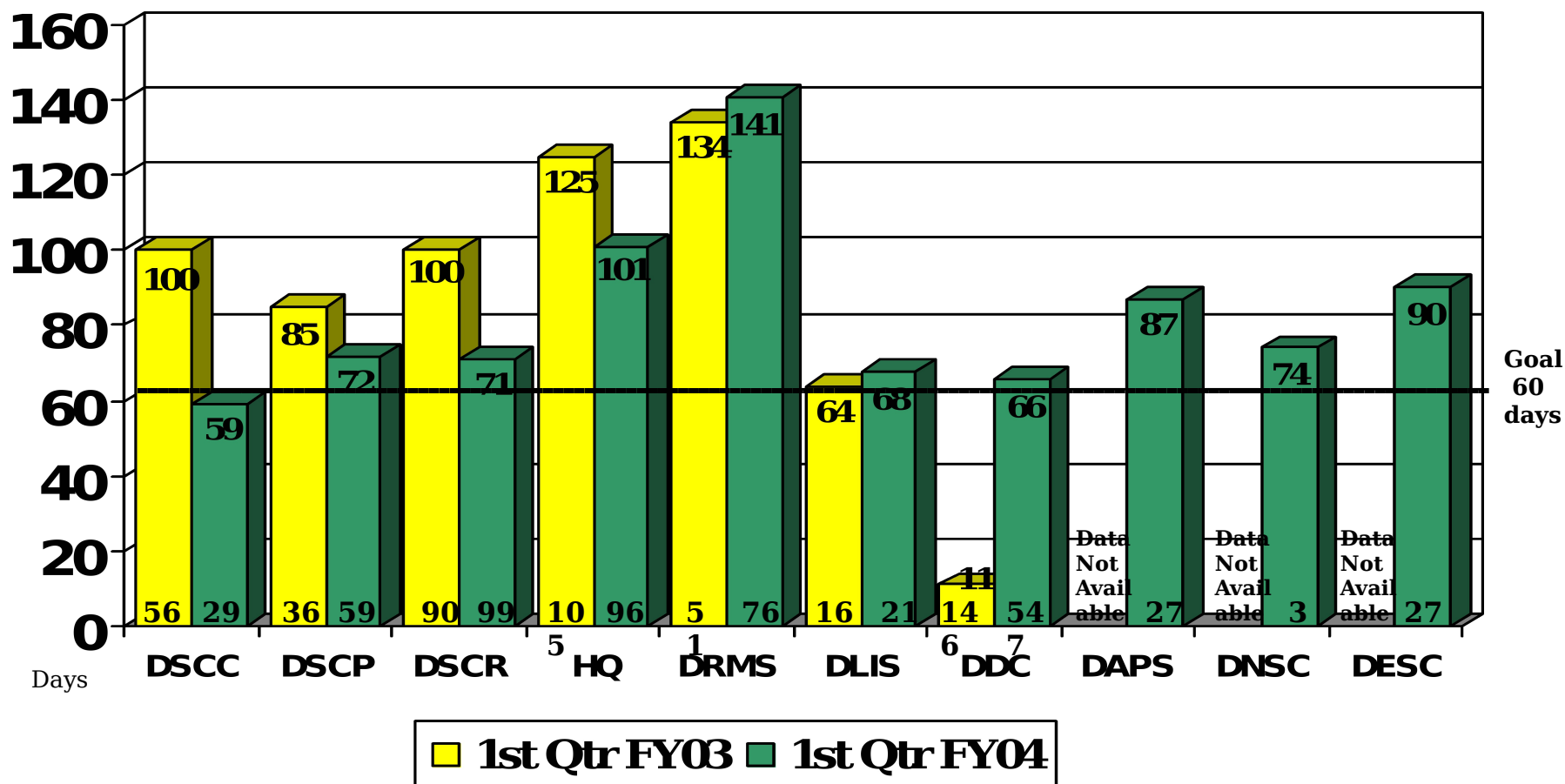
Other*
JOA Open Time
Release Date
Physical Exams
Drug Test
PCS Travel
Security



# DLA Fill Time

## 1<sup>st</sup> Qtrs FY 03/04 by Activity

Average # Days - HRO to EOD



Number of completed actions shown at the bottom of each column.

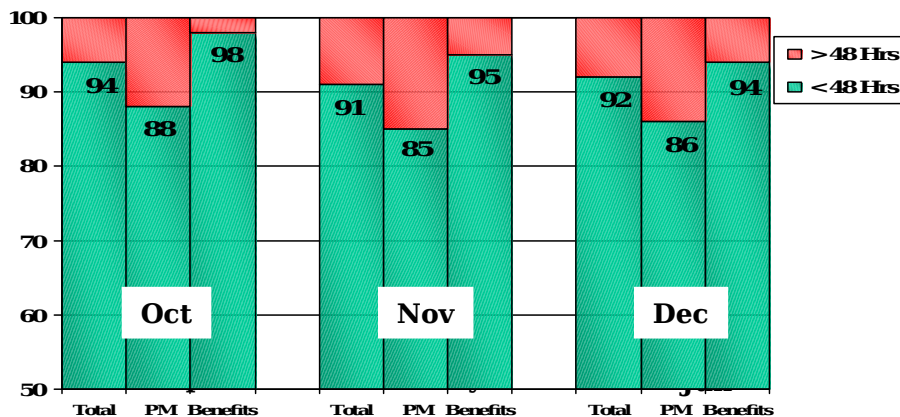


# 48 Hr Metrics

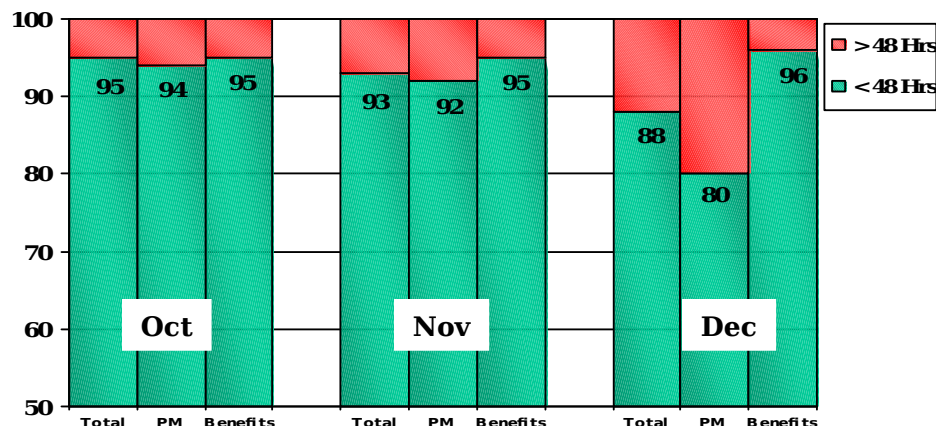
## Completed Customer Requests

### 1st Otr FY 04

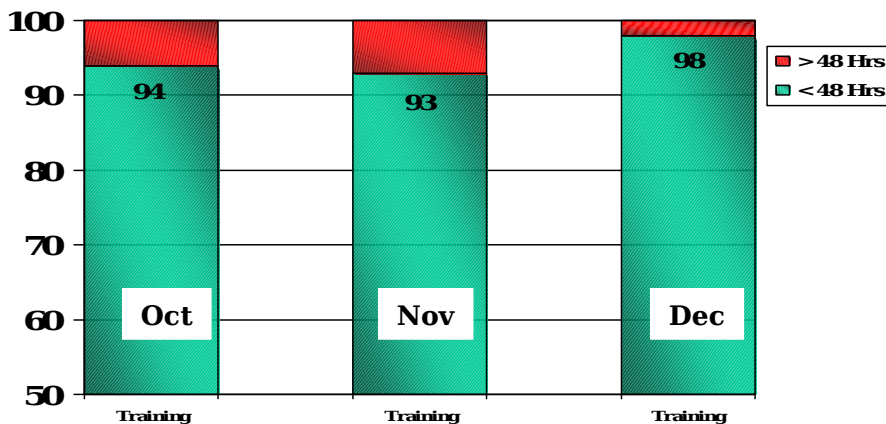
CSO-N



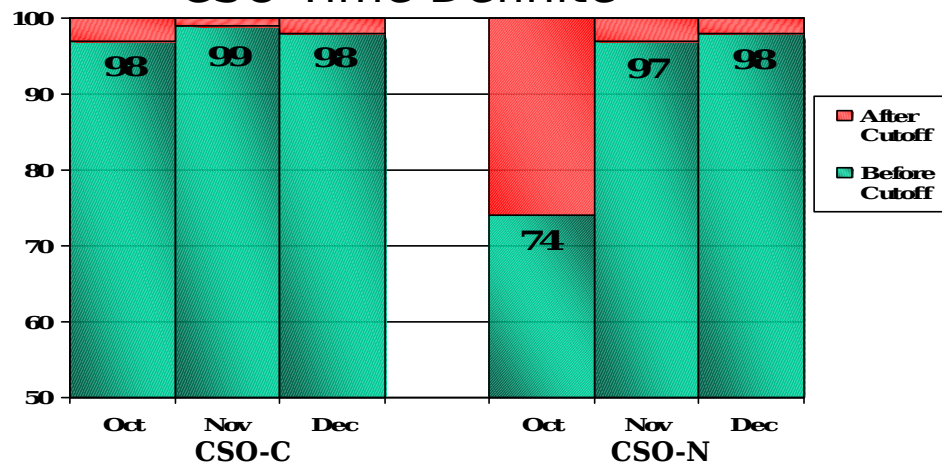
CSO-C



DTC



CSO Time Definite

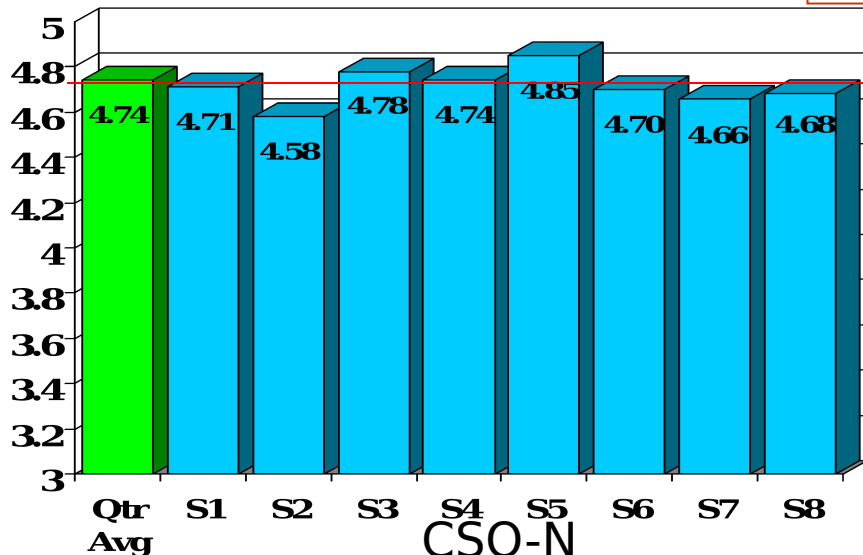




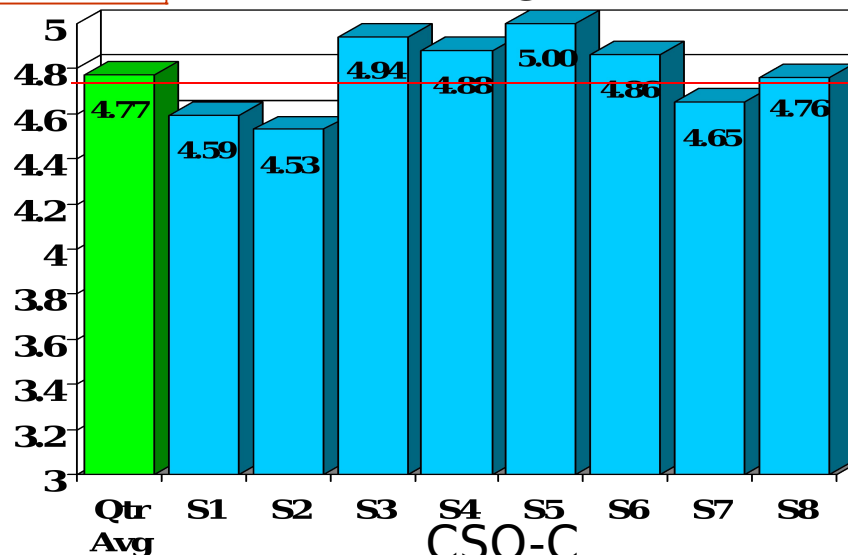
# Call Back Survey Results 1st Quarter FY 04

CSO

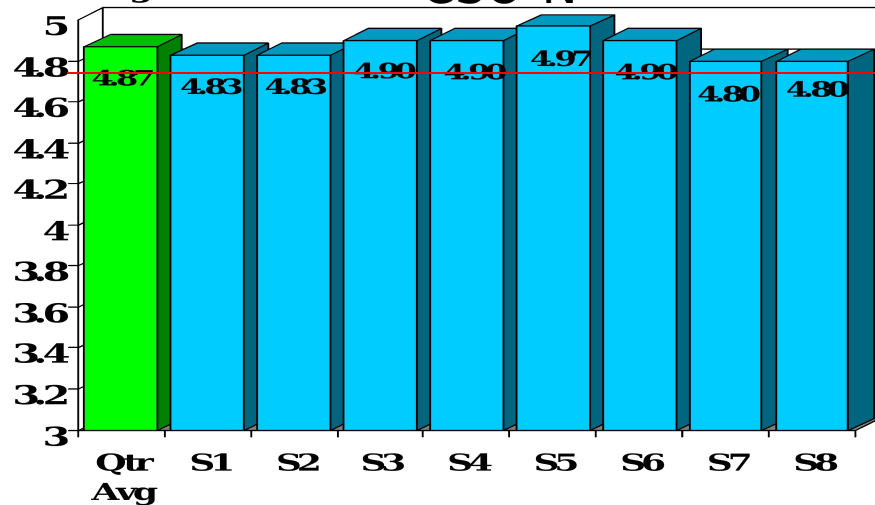
Goal: 4.75



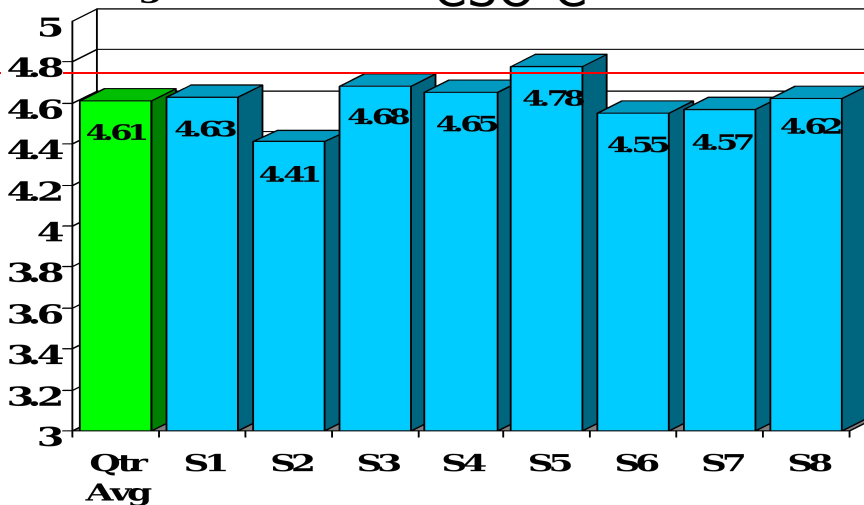
DTC



CSO-N



CSO-C





# Exit Survey Results

## 1<sup>st</sup> Quarter FY 04

- **Top five reasons employees left DLA (1<sup>st</sup> Qtr)**
  - Chance of getting promoted in the future.
  - Immediate supervisor's managerial style/competence.
  - Opportunities to apply abilities on the job.
  - Higher-level manager's style/competence in organization.
  - Current job duties and responsibilities.

**167 left DLA  
44 surveys**

- **Top five reasons employees left DLA (4th Qtr)**
  - VERA/VSIP.
  - Higher-level manager's style/competence in organization.
  - Chance of getting promoted in the future.
  - Immediate supervisor's managerial style/competence.
  - Level of job stress is high.

**411 left DLA  
143 surveys**